

## Job Description

### *Missouri State Highway Patrol*

Class Title: Clerk Typist II - Troop C Service Center

Title Code: V00032

Effective Date: 05/29/97

Date Reviewed: 08/17/00

Date Revised: 12/27/04

**Immediate Supervisor:**

**Position Supervised:** None

**FLSA Classification:** Non-exempt

**Working Hours:** An employee in this position works an eight-hour shift as directed by the division director; however, working hours are subject to change at the discretion of the commanding authority.

## POSITION SUMMARY

An employee in this class performs general typing and clerical work of ordinary difficulty. Work is performed independently within the framework of rules and procedures; however, deviations from established precedents are normally cleared with a supervisor.

## DESCRIPTION OF DUTIES PERFORMED

(Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

Processes UCS (Uniform Complaint and Citation Summons) information and exception tickets into computer terminal and hard copy by date, zone, and officer; copies and forwards voided summons reports to General Headquarters.

Types and proofreads form letters, expense accounts, forms, reports, and other materials from rough draft.

Files correspondence, reports, forms, etc.; searches files and posts routine data; opens, sorts, and distributes mail to proper sources.

Serves as a contact person for meeting the public; directs individuals to proper office and gives non-technical information when necessary; answers telephone inquiries, takes and transmits messages.

Operates standard office equipment, e.g., typewriter, calculator, fax machine, AS/400 and personal computers.

Maintains various clerical records and files; compiles periodic reports.

Feeds appropriate input data into the computer via the video terminal; modifies and deletes input information as required.

Performs other related duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of modern office practices, procedures, and equipment.

Ability to operate basic office machines.

Ability to work independently with general supervision.

Ability to read English effectively.

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to establish and maintain harmonious working relations with others.

Ability to acquire and maintain MULES certification.

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

Possess the skill to type at a rate of 40 words per minute with ten (10) errors or less.

Ability to work with materials that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

Ability to work hours as assigned.

MINIMUM EXPERIENCE AND EDUCATION REQUIRED

(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.)

Graduation from a standard high school or possess a GED.

Possess at least one year experience as a Clerk Typist I or comparable experience.